

- Sales: Stay @ 100%

- Do job!

- CARE ↑ Responsible

- Consistent
⇒

- Service

- Sick

- Huge \$

- High profit

Lots of cars
through!

F&I

Early

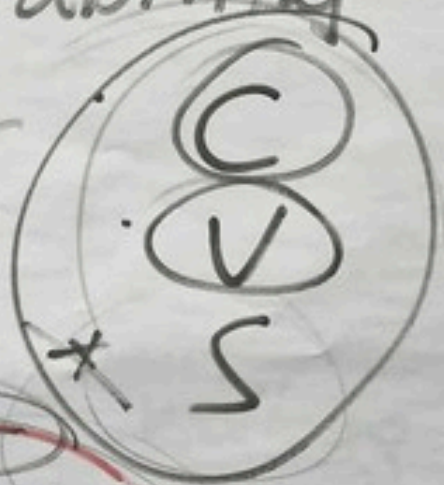
Introduction

- Biggest
in
History

Food

* Toyota - Value for money,
quality & reliability

- Values - Behaviour
(Aligned) +



Org Values

TEAM

Respectful

Trusted
100%

Respected

Ind Values: Valued!

✓

✓

Feel (Appreciated
Feedback)

Listen: Don't butt in

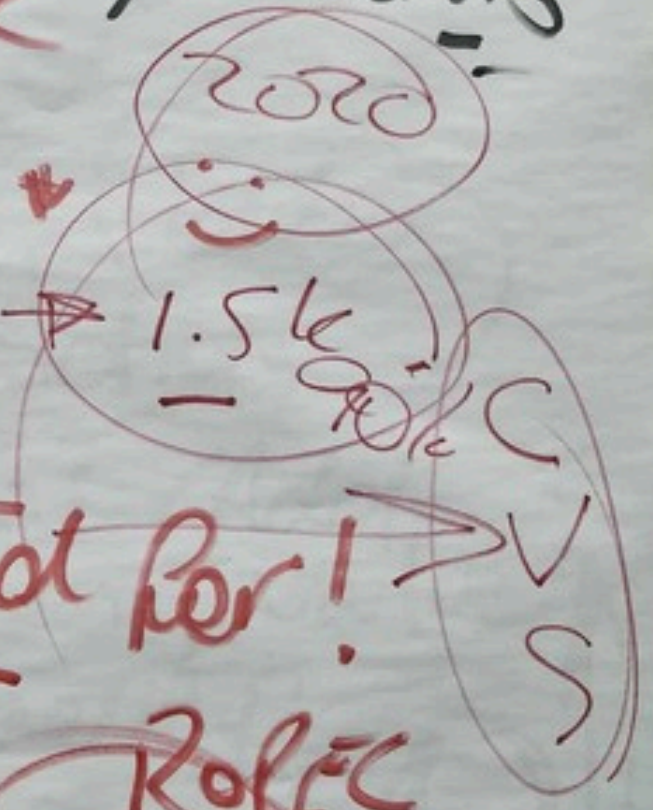
Engage > Present
Understand

- Service: Internal
 - Comms / External
 - Last month - Record
- Caring
Respectful
Supportive

Workshop culture

- Be friendly
- 'It's calm'

Hard working

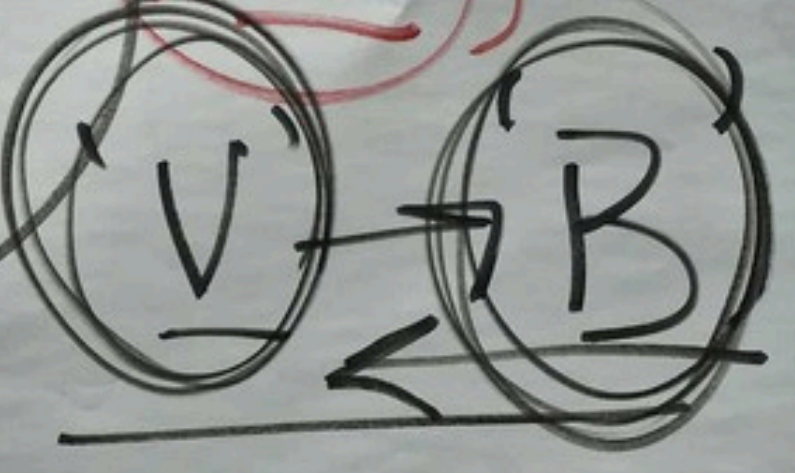


> What you stand for!

Org Values / team

RoleC
Abiole

Incl. Values



Org ↓

Team values

Mindful of feelings

(1. No. 1) -↓ Professional
(can show)- RespectfulAct
SAFE

2:

- AppreciatedTold- Actions

- Exceed

Expectations (Add value)

- Support of Ownership- Learn

\$

Housework · Competitive

- Service:

→ By promised time

(Added diagnostics

Communication

+ Highest vol

" turnover

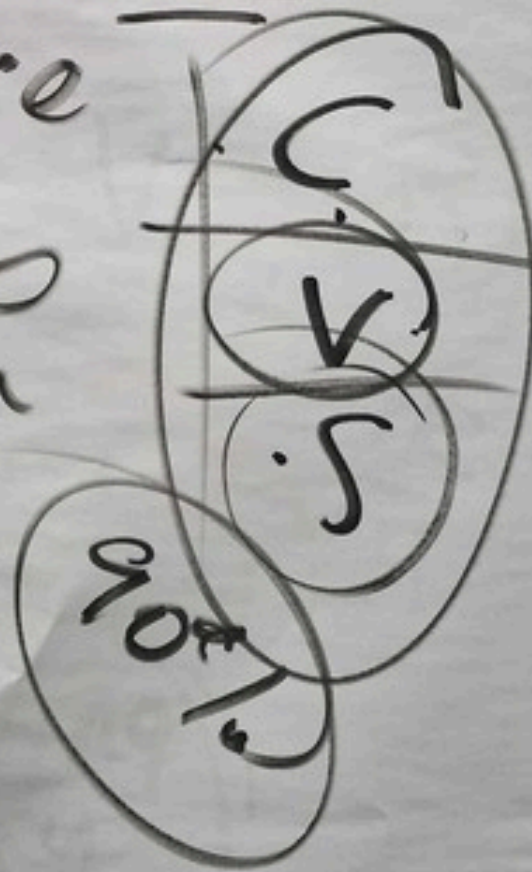
Truck
1500 1:15

Sales: - Confidence

- Hard conversation

Work as a team

CARE



Values:

- Respect
- Integrity
- Kindness
- Tidyness
- Honesty

~~+~~ Attitude

TGR

6

Trust

EE ROPE

Δ

Drive behaviour

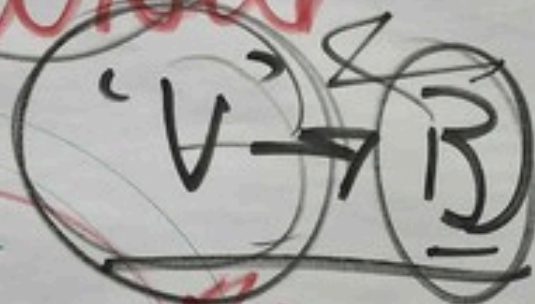
1. Org Values

Team Values

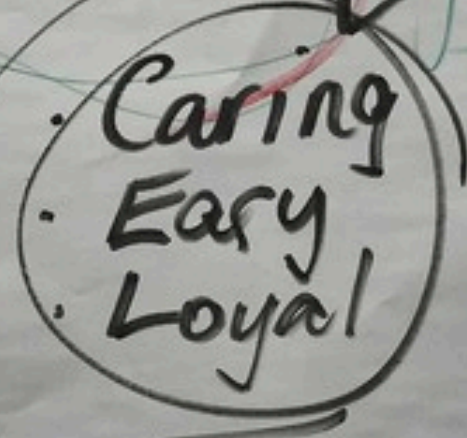
1. E & E

2. Knowing

3. Trustworthy / H



2. Ind. Values



Valued
Appreciated
Heard
Respected!

Expert ✓ 1

Thank You! ✓



30m Beh Int. IS
Be Present, and don't multi-task.

Mistakes
Process

Learn

Trust Parenting
Beh Int.